



Competency Profiler

Position
HFM Consultant

Client
HFMtalentindex

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Competency profile HFM Consultant

The following people have been invited to participate in the online profiling session about the position of HFM Consultant:

Name	Relationship to the position	Completed?
Jane Example	Holds the position him/herself	Yes
John Example	Works together with this position (colleague)	Yes

The following competencies have been selected as most distinctive for the position of HFM Consultant. The order of the competencies shows the degree of agreement between the participants. The top competency was selected by most people.

Analysing and forming opinions	Being focused on examining matters in a systematic way.
Social skills	Being able to successfully establish contact with others.
Creating support	Imagining other people's concerns and involving them in changes.
Client-focused	Identifying and actively responding to clients' wishes and needs.
Devotion to quality	Demanding a high quality of provided products and services, and acting accordingly.
Entrepreneurship	Identifying and/or creating new possibilities within new or existing frameworks.
Results-oriented	Being focused on achieving objectives and results; persevering in the face of adversity.



Information about the position

Results that the HFM Consultant should achieve:

- We know all relevant contact persons at the client, and they know us.
- Long-term client relationships.
- The client is satisfied with the work performed.
- Be a sparring partner for the client's specific questions.
- An exclusive relationship with the client for the products/services that we provide.
- Every client has their own account plan.

Operational tasks of the HFM Consultant:

- Guiding an assessment, at least at an HR business partner level.
- Giving a product training.
- Manage a project independently.
- Give the client expert advice about people.
- Give the client expert advice on how to acquire and structure knowledge about people for his organisation. And help the client in the implementation process.
- Give candidates expert advice about themselves.
- All of our products are used by the client.

Knowledge and experience that the HFM Consultant requires:

- > 5 years experience in the business services.
- Knows the range and benefits of our products.
- Knows the most important HR processes and the products' role, place, and implications in them.
- Can apply and implement our products.
- Knows our competitors, their instruments and their USP's, compared to our own range of products.
- Has a degree in Psychology, preferably with an Occupational/Organisational speciality.



Chosen competencies, behavioural examples and behavioural goals

Analysing and forming opinions

Being focused on examining matters in a systematic way.

Behavioural examples

- Researches a problem before drawing conclusions.
- Recognises the causes of events.
- Quickly gets to the root of a problem.
- Draws logical conclusions.

Behavioural goals

- The consultant makes a sharp analysis and forms his own opinion, based on the available information.
- The consultant is not only intelligent, but critically examines what the client's questions, needs, and wishes are.

Social skills

Being able to successfully establish contact with others.

Behavioural examples

- Approaches strangers.
- Conducts him/herself with ease around others.
- Gets along well with different kinds of people.
- Shows an interest in others.
- Makes contact in a way that others consider pleasant.

Behavioural goals

- From his social skills, the consultant will easily grab the phone and is perfectly able to build a network. The customer enjoys a visit from the consultant.
- The consultant easily makes contact with clients and candidates, and easily connects with different people with different backgrounds.

Creating support

Imagining other people's concerns and involving them in changes.

Behavioural examples

- Communicates matters to everyone involved.
- Shows understanding for objections, without abandoning the set course.
- Explains why a certain approach has been chosen.
- Involves others in developing and implementing plans.

Behavioural goals

- The consultant can motivate, encourage and steer others, in all kinds of situations, in such a way that goals are achieved.
- The consultant knows which people need to be involved in order to get things done. He has insight into their needs, motives, and considerations and takes action to involve and/or influence these people.

Client-focused

Identifying and actively responding to clients' wishes and needs.

Behavioural examples

- Deals with clients in a friendly manner.
- Shows involvement in the client's problem.
- Makes clients feel welcome.
- Approaches the client's question with a can-do mentality.

Behavioural goals

- This means that the consultant looks for the best solutions from the perspective of the client's wishes and needs. In doing so, he also takes the organisation's interests into account.
- The consultant likes to be of service to the client and is focused on helping the client the best way he can.



Devotion to quality

Demanding a high quality of provided products and services, and acting accordingly.

Behavioural examples

- Has high quality standards for the work of others.
- Has high quality standards for his/her own work.
- Delivers the quality that was agreed upon and that is expected by the other party.
- Sees and uses opportunities to improve the quality of what is delivered.

Behavioural goals

- The consultant is not satisfied with an average result, but wants to excel.
- The consultant is constantly focused on providing the best product/service possible.

Entrepreneurship

Identifying and/or creating new possibilities within new or existing frameworks.

Behavioural examples

- Has the drive to continually outperform competitors.
- Enthuses the outside world about the organisation.
- Feels responsible for the results of his/her organisational unit.
- Brings people and resources together to create new business and achieve joint results.
- Looks for new opportunities for the organisation.

Behavioural goals

- The consultant's approach is proactive: don't wait, but initiate the first step.
- The consultant creates and recognises opportunities, and takes action to cash in on these opportunities.

Results-oriented

Being focused on achieving objectives and results; persevering in the face of adversity.

Behavioural examples

- Makes concrete agreements with others about the results to be delivered.
- Remains focused on results when other things interfere.
- Makes an effort to achieve objectives.
- Has a clear goal in mind.
- Looks for a solution when achieving the objective becomes threatened.
- Finishes the job in time.

Behavioural goals

- The consultant will not get caught up in planning, but delivers concrete and visible results.
- The client sees the consultant as a reliable supplier, who delivers on time and as agreed.



Other chosen competencies

The Competency Profiler report displays the eight competencies that were chosen by the most participants. The other competencies that were chosen by at least one participant, are listed below. Again, the order of the competencies shows the degree of agreement between the participants. The top competency was selected by most people.

